



**Department of
Job and Family Services**

Mike DeWine, Governor
Jon Husted, Lt. Governor
Matt Damschroder, Interim Director



**Office of Families
and Children**

A stylized map of the state of Ohio is positioned behind the text for the Office of Families and Children. The map is filled with a pattern of small, light-colored circles.

Peer-to-Peer Adoption Assistance Community Resource Information Series

Session 2:

Peggy Day (ODJFS Medicaid), Carolyn Hagopian
(ODM), Rachel Hopmoen (ODM) and Amanda Bryant
(ODM)

July 13, 2021

Agenda

- Introduction
- Medicaid Presentation
- Wrap Up



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**Office of Families
and Children**

Introduction

- Facilitators
- Housekeeping
- Introduction of Speakers

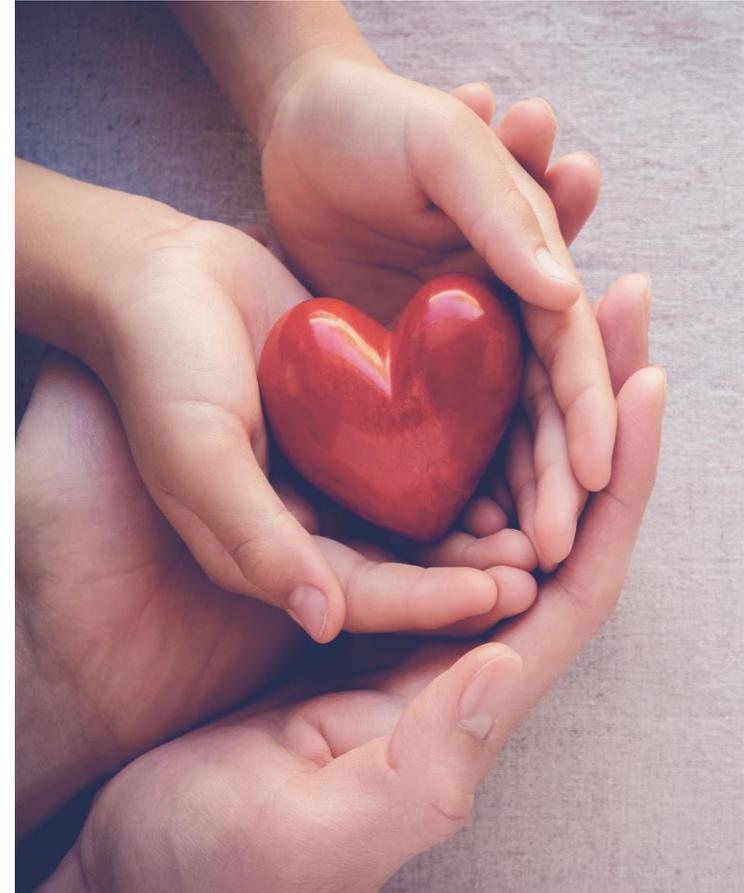
Disclaimer: These webinars will be recorded. To prevent any inadvertent disclosures of recipient information, specific case questions will not be addressed by facilitators during the live event.

Peer to Peer Adoption Assistance Community Resource Series Information Session: Medicaid

Ohio Department of Medicaid
July 2021

Agenda

- Medicaid Covered Services
- Medicaid Managed Care
- Ohio Home Care Waiver (OHCW)
- Next Generation of Managed Care and OhioRISE
- Multi-System Youth Technical Assistance and Funding Application
- Managed Care and OHCW Contacts



Medicaid State Plan Services for Recipients under 21

Ohio Medicaid

- Most Medicaid beneficiaries are eligible for membership in an Ohio Medicaid Managed Care Organization
- Children in Custody and Adopted Children with a Title IV-E adoption agreement in effect are included in our Managed Care Program
- There is a small population in Ohio's Fee-For-Service (FFS) Medicaid or sometimes called "Traditional" Medicaid Program
 - » Example: Coverage for those who are residing in an Intermediate Care Facility (ICF) or have DODD waiver services.
- Children who receive DODD waiver services can "opt in" to Medicaid Managed Care

Medicaid Covered Services

- Alcohol and Drug Addiction
- Dental
- Emergency
- Family Planning
- Healthchek
- Hospital
- Medical Equipment
- Mental Health
- Pregnancy
- Preventive Health
- Prescriptions
- Professional Medical Services
- Transportation
- Vision
- Managed Care Value Added Benefits

Transportation

Transportation Assistance

If you're covered by Medicaid and you're having trouble getting to health care services, transportation assistance may be available.

- If you're a member of a managed care plan or MyCare Ohio plan, call the number listed in the table to the right, or contact the Ohio Medicaid Hotline for consumers (1-800-324-8680 or ohiomh.com).
- If you're not a plan member (or you want an option besides what your plan offers), contact the Medicaid Transportation Coordinator at your local county department of job and family services (CDJFS). The main phone number for each CDJFS is included in a list available at jfs.ohio.gov; select County Directory.

If you're not a plan member and you need transportation by wheelchair van, you may contact a provider directly. A searchable directory of Medicaid providers is available at medicaid.ohio.gov; select these options:

FOR OHIOANS > Already Covered > Your Benefits > Find a Medical Provider

Questions? Contact the Ohio Medicaid Hotline for consumers at 1-800-324-8680 or ohiomh.com.

ODM Bureau of Health Plan Policy, 11/1/2018

Don't cancel. Call!

	Managed Care Plan	MyCare Ohio Plan
Aetna		1-855-364-0974 1-866-799-4395
Buckeye Health Plan	1-866-246-4358 1-866-531-0615	1-866-549-8289 1-866-531-0615
CareSource	1-800-488-0134	1-855-475-3163
Molina Healthcare	1-866-642-9279	1-844-491-4761
Paramount Advantage	1-866-837-9817	
United Healthcare	1-800-895-2017 1-800-269-4190	1-877-542-9236 1-800-269-4190



Psychiatric Residential Treatment Facilities (PRTF)

- Centers for Medicare and Medicaid Services (CMS) designated facility type
- Different than an ODJFS licensed Qualified Residential Treatment Program (QRTP) or ODJFS licensed facility
- Ohio Medicaid can cover an out of state PRTF per EPSDT rules
- PRTF coverage will be included in our 2022 OhioRISE (Resilience through Integrated Systems and Excellence) Managed Care Organization
- PRTF in-state facility rules are expected to be filed in Summer 2022

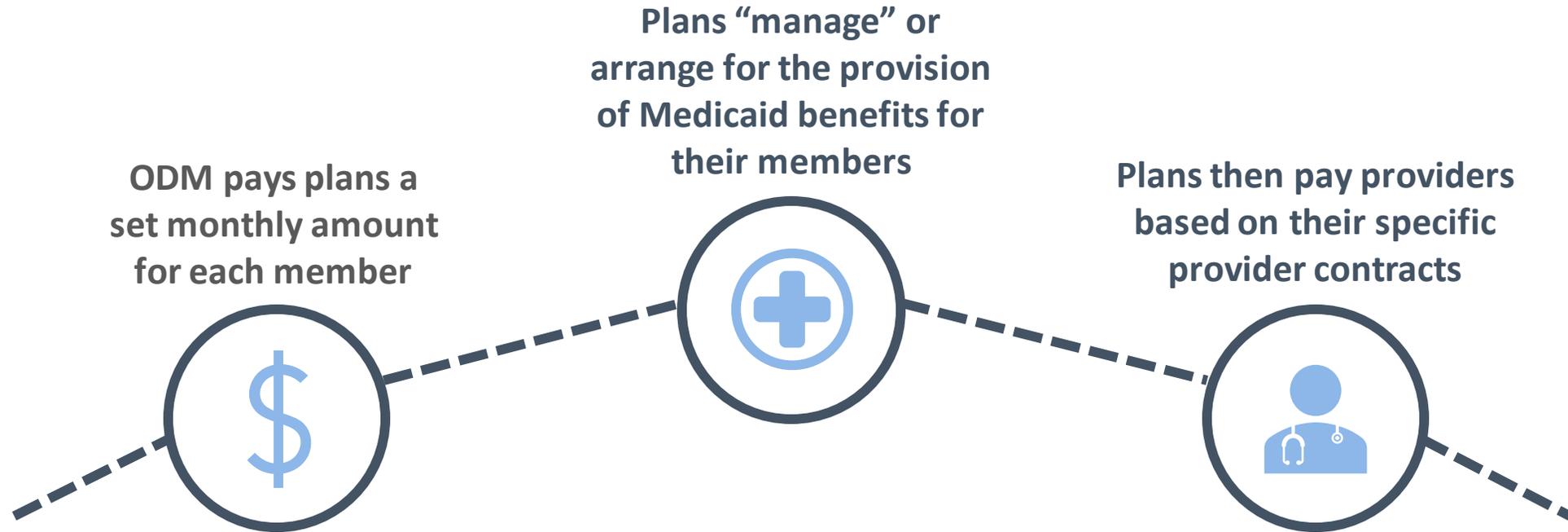
Medicaid Early, Periodic, Screening, Diagnostic, and Treatment Services (EPSDT) or “Healthchek”

- The EPSDT benefit is for individuals under the age of 21.
- In Ohio, EPSDT is also referred to as “Healthchek.”
- Services under the EPSDT program include: vision, dental, hearing, and all medically necessary screenings, health care, diagnostic services, treatment, etc.
- Ohio EPSDT (Healthchek) covers anything medically necessary that a child may need that is covered by Medicaid.



Medicaid Managed Care

What is Managed Care?



If the cost of care for a member is greater than the PMPM amount, the plan is responsible for covering the additional costs

Ohio Medicaid Managed Care Organizations *as of June 2021*



Mental Health Benefits

<p>Psychotherapy CPT Codes</p>	<p>Psychiatric Diagnostic Evaluation</p>	<p>Medical (Office/Home, E&M, Nursing)</p>	<p>Assertive Community Treatment (ACT)</p>	<p>Intensive Home-Based Treatment (IHBT)</p>
<p>Individual, group, family and crisis</p> 	<p>Assessing treatment needs & developing a plan for care</p> 	<p>Medical practitioner services provided to MH patients</p> 	<p>Comprehensive team based care for adults with SPMI</p> 	<p>Helping SED youth remain in their homes and the community</p> 
<p>Group Day Treatment</p>	<p>Crisis Services</p>	<p>Community Psychiatric Supportive Treatment (CPST)</p>	<p>Screening, Brief Intervention and Referral to Treatment (SBIRT)</p>	
<p>Teaching skills and providing supports to maintain community based care</p> 	<p>Covered under crisis psychotherapy and other HCPCS codes</p> 	<p>Care Coordination</p> 	<p>Screening and brief interventions for substance use disorder(s)</p> 	
<p>Therapeutic Behavioral Service (TBS)</p>	<p>Psychosocial Rehabilitation (PSR)</p>	<p>Respite for Children and their Families</p>	<p>Office Administered Medications</p>	<p>Psychological Testing</p>
<p>Provided by paraprofessionals with Master's, Bachelor's or 3 years experience</p> 	<p>Provided by paraprofessionals with less than Bachelor's or less than 3 years experience</p> 	<p>Providing short term relief to caregivers</p> 	<p>Long Acting Psychotropics</p> 	<p>Neurobehavioral, developmental, and psychological</p> 

Coverage for Autism Spectrum Disorder

- "Treatment for autism spectrum disorder" means evidence-based care and related equipment prescribed or ordered for an individual diagnosed with an autism spectrum disorder by a licensed physician who is a developmental pediatrician, or a licensed psychologist trained in autism who determines the care to be medically necessary, including any of the following:
 - » (a) Clinical therapeutic intervention;
 - » (b) Pharmacy care;
 - » (c) Psychiatric care;
 - » (d) Psychological care;
 - » (e) Therapeutic care.

Choosing a Managed Care Organization

- The **Medicaid Consumer Hotline** provides information regarding managed care enrollment and Medicaid questions
 - » 1-800-324-8680
 - Monday – Friday from 7:00am to 8:00pm
 - Saturday 8:00am to 5:00pm
 - » Online at www.ohiomh.com
 - » Search for managed care providers and enroll in/change plans online
- ODM creates a yearly **comparison chart** that shows differences between HMOs: <https://www.ohiomh.com/Documents/OhioMedicaidComparisonChart.pdf>
- ODM creates a yearly **report card** that scores the HMOs on various health outcomes: <https://medicaid.ohio.gov/Portals/0/Resources/Reports/MCO-reportcard.pdf>



Department of Medicaid

Mike DeWine, Governor
Jon Husted, Lt. Governor

Maureen M. Corcoran, Director

🔍 Search

📄 Compare Plans ▾

👤 Find A Provider ▾

✏️ Change My Plan ▾

📁 Resources ▾



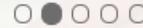
OhioRISE

Resilience through Integrated Systems and Excellence

Discover OhioRISE!

Learn about OhioRISE(Resilience through Integrated Systems and Excellence), a specialized managed care program for youth with complex behavioral health and multi-system needs.





Learn More About Managed Care Plans

Ask Yourself Questions

Your health care is important. Being enrolled in the managed care plan that works best for you and your family is also important. Ask yourself some questions before changing your health plan:

-  What services do I think I need? Doctor's visits?
-  What health plan do my doctors take?
-  What kind of doctors do I need? Pediatrician? Family doctor?
-  What extra benefits meet my needs?

[Learn About Medicaid Managed Care Plans](#)

[Learn About MyCare Ohio Plans](#)



Compare Plans and Find a Provider

Compare Managed Care Plans

Learn about managed care plans available in your area. Compare different benefits and providers offered by the health plans.

[Compare Medicaid Managed Care Plans](#)

[Medicaid Managed Care Plan Report Card](#)

[Compare MyCare Ohio Plans](#)

Find a Provider

If you would like to look for providers participating with the managed care plans, search our provider directory.

[Find a Managed Care Provider](#)



I Would Like to Change My Plan

Change Managed Care Plans Online

Log in to the member portal to change your plan. We will walk you through the process of changing your health plan.

[Change Plans Online](#)

Other Ways to Change your Health Plan

If you are unable to change health plans online at this time, there are several other options available to you.

[Other Ways to Make a Change](#)

Value Added Benefits

- MCOs add value for their members by providing services not normally offered in the traditional fee-for-service Medicaid program:



- Toll-free 24/7 nurse hotline
- Toll-free member services hotline
- Extended Office Hours (varies among plans)
- **Grievance Resolution System**



- Preventative Care Reminders
- **Care Management to coordinate care**



- Online, searchable provider directory
- Member Handbook
- Health Education Materials



- Expanded Benefits:
 - » **Additional transportation**
 - » Smoking Cessation
 - » Over the Counter Cards
- Participation Incentives

Benefits of Managed Care

- Access to care and expanded provider network
- Additional transportation
- Care management and coordination
- Improved health outcomes by paying for quality
- 24/7 Toll-free Nurse Helpline
- Grievance Resolution

MCO Appeals and Grievances

Key Terms:

- Adverse benefit determination
- Appeal
- Grievance
- Notice of action (NOA)

- Ohio Administrative Code [5160-26-08.4](#)

MCO Appeal Process

Brief Overview:

- When an MCP adverse benefit determination has occurred or will occur, the MCP shall provide the affected member with a NOA
- NOA will contain:
 - » The member's right to file an appeal to the MCP;
 - » Information related to exhausting the MCP appeal;
 - » The member's right to request a state hearing through the state's hearing system upon exhausting the MCP appeal;
 - » Procedures for exercising the member's rights to appeal the adverse benefit determination;
 - » Circumstances under which expedited resolution is available and how to request it;

MCO Appeal Process Resolution

Brief Overview:

- A member, a member's authorized representative, or a provider may file an appeal orally or in writing within sixty calendar days from the date that the NOA was issued.
- Any provider acting on the member's behalf shall have the member's written consent to file an appeal.
- Resolution time frame shall not exceed fifteen calendar days from the receipt of the appeal unless the resolution time frame is extended.
- MCP shall provide written notice of the appeal's resolution to the member, and to the member's authorized representative if applicable.
- Resolutions not resolved wholly in the member's favor – written notice will include how to request a state hearing.

MCO Grievance Process

Process:

- A member may file a grievance with an MCP orally or in writing at any time. An authorized representative must have the member's written consent to file a grievance on the member's behalf. See OAC [5160-26-08.4](#)
- Time frames:
 - » Within two business days of receipt if the grievance is regarding access to services.
 - » Within thirty calendar days of receipt for non claims-related grievances except as specified in paragraph (C)(3)(a) of this rule.
 - » Within sixty calendar days of receipt for claims-related grievances.
- MCP resolution can be oral or written notification

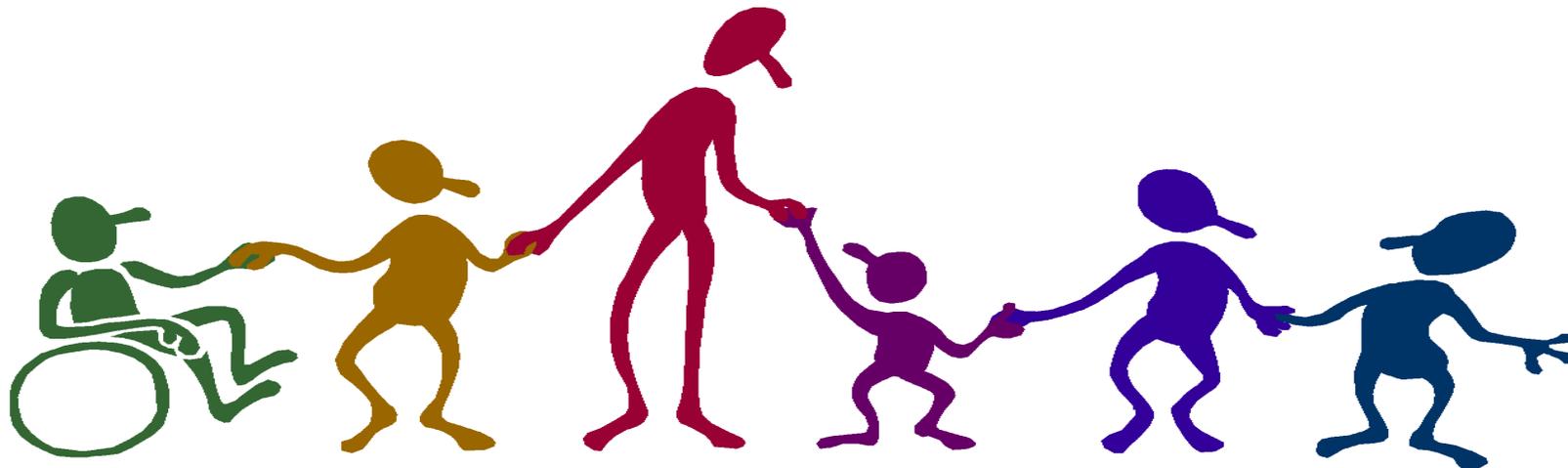
Contact Information for Ohio Department of Medicaid

- Contact Us Form on the ODM website
<https://medicaid.ohio.gov/wps/portal/gov/medicaid/home/contact-us>
- Ohio Medicaid members can call our Consumer Hotline at 1-800-324-8680
- Ohio Providers can contact the Provider Hotline at 1-800-686-1516

Ohio Home Care Waiver

Ohio Home Care Waiver (OHCW)

The Purpose of the Ohio Home Care Waiver is to offer home and community-based services (HCBS) to individuals with serious disabilities and/or unstable medical conditions, who would otherwise be eligible for Medicaid in a hospital or nursing facility.



Ohio Home Care Waiver Services

Community Integration Service

Community Transition Service

Personal Emergency Response System

Home Care Attendant

Home Delivered Meals

Home Maintenance and Chore

Home Modification Services

Out-of-Home Respite

Personal Care Aide

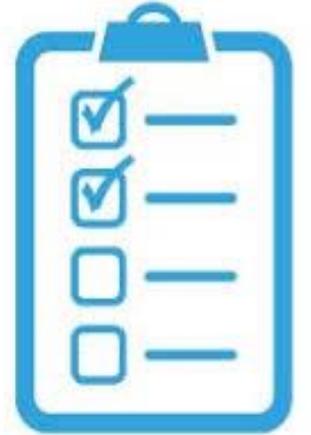
Supplemental Adaptive and Assistive Devices

Supplemental Transportation Services

Waiver Nursing

OHCW Program Eligibility

1. Be between the ages of Birth through 59
2. Determined eligible for Medicaid
3. Participate in an assessment to determine whether needs can be met through the program
4. Meet the Intermediate (nursing facility) or Skilled (hospital) level of care
5. In absence of the waiver program, would require a hospital or nursing facility to meet needs



OHCW Program Eligibility Continued...

6. Require and agree to receive at least one waiver service monthly that is otherwise unavailable through another source in an amount sufficient to meet the individual's assessed need
7. Live in a home and community-based setting
8. Sign an agreement confirming they've been educated on service alternatives, choice of qualified provider, and options for institutional and community-based care, and elects the Ohio Home Care Waiver
9. Have needs that can safely be met through the waiver in a home or community setting

<http://codes.ohio.gov/oac/5160-46-02v1>

How to Apply:

- Ohio Benefits Long-Term Services and Supports:
 - » A central resource for information about long-term services and supports offered across Ohio to ensure that all individuals are connected to programs and services available in their communities.
- To learn more about Ohio Benefits Long-Term Services and Supports,
 - » Visit <https://www.ohiohelps.org/>
 - » Call (844) 644-6582

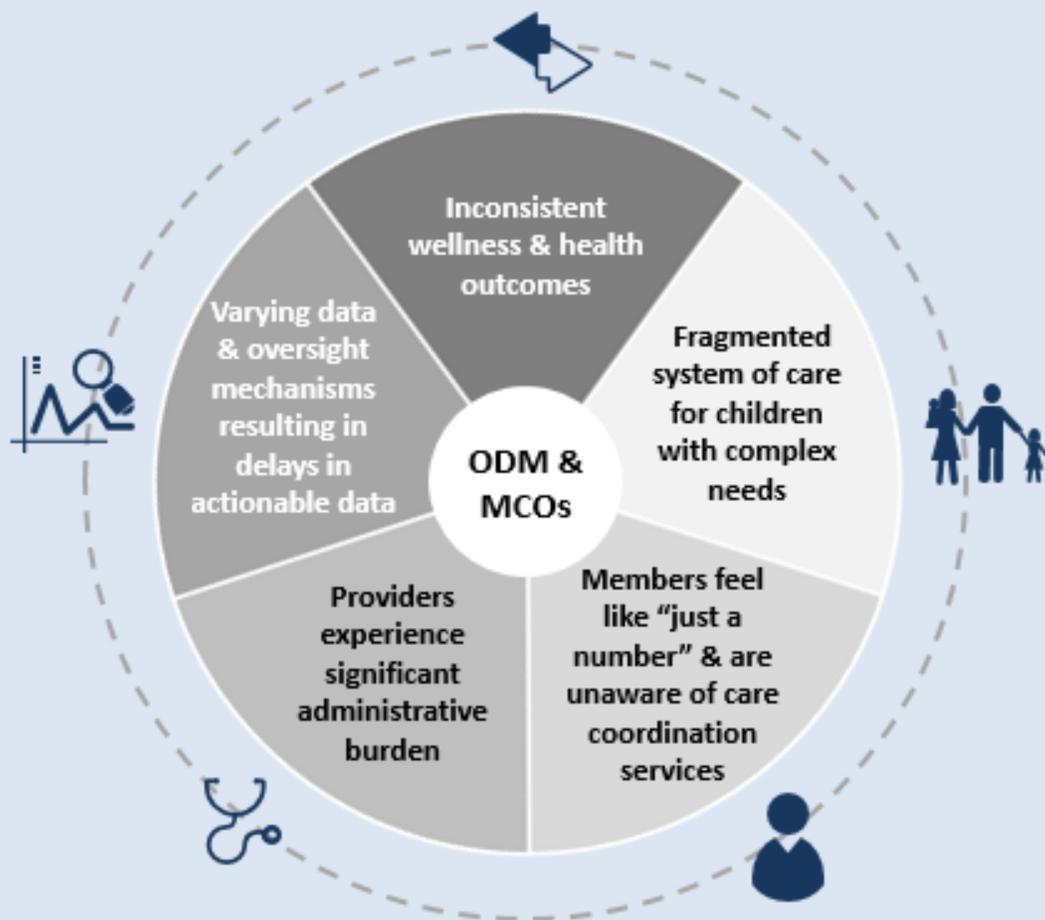


Next Generation of Managed Care

January 2022

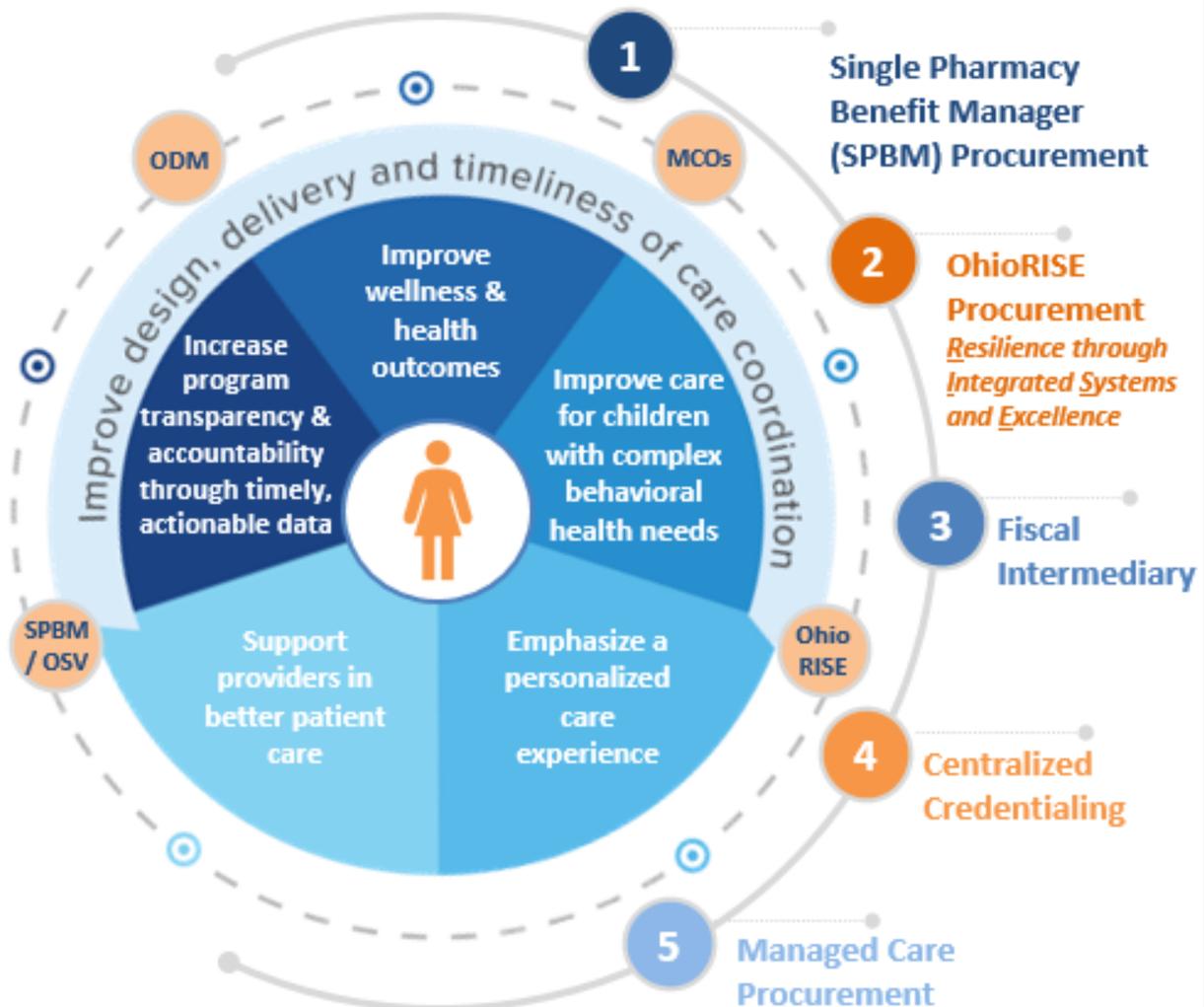
Today's Ohio Medicaid Managed Care Program

Members are impacted by business decisions that don't always take their needs or circumstances into consideration. Providers are not always treated as partners in patient care. We want to do better for the people we serve.



"Next Generation" of Managed Care in Ohio

The focus is on the individual with strong coordination and partnership among MCOs, vendors & ODM to support specialization in addressing critical needs.



OhioRISE Ecosystem

Family and Children First Cabinet Council:

Governor's Office of Children's Initiatives, Office of Family & Children First MHAS, ODJFS, DODD, ODM, DYS, DRC, ODH, ODE,
Federal and State funds | Governance and Oversight

Medicaid Managed Care Organizations (MCOs)
Physical health,
limited BH services

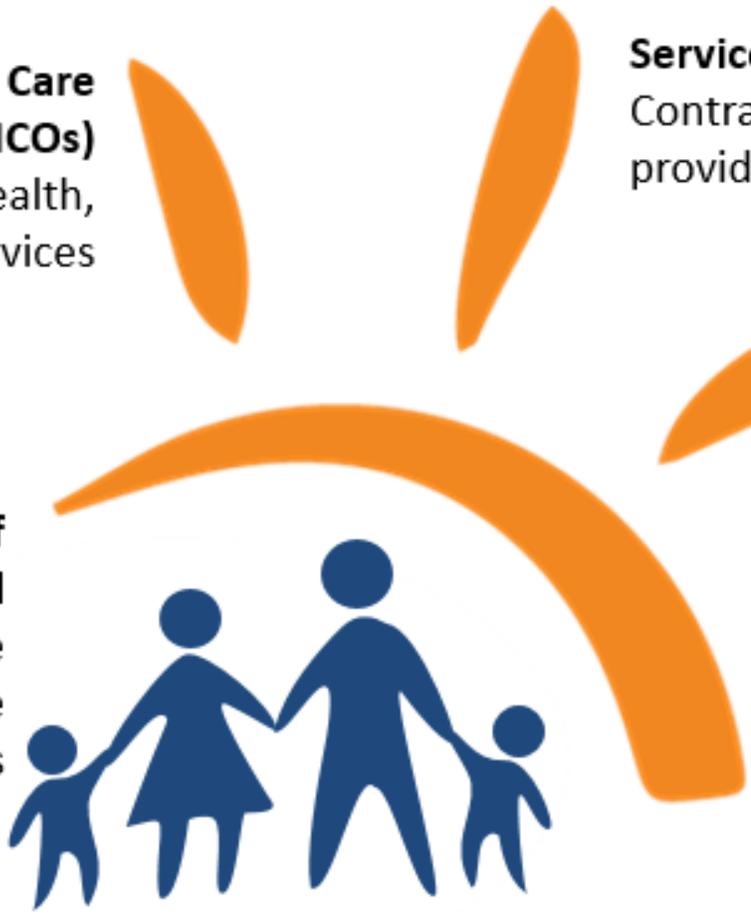
Service Providers
Contract with OhioRISE & MCOs to
provide services

OhioRISE Plan
Contract with CMEs, providers

Department of Medicaid
Contract, provide
oversight of the
OhioRISE and MCOs

Network of Care Management Entities (CMEs)
Provide Intensive Care Coordination using High
Fidelity Wraparound

Center(s) of Excellence (COEs)
Support evidence-based practices, training,
fidelity reviews, workforce development



Multi-System Youth Technical Assistance and Funding Application

Multi-System Youth Funding and Application Process

Ohio Family and Children First (OFCF)

- OFCF is a partnership of state and local government, communities and families that enhances the well-being of Ohio's children and families by building community capacity, coordinating systems and services, and engaging families. OFCF's vision is for every child and family to thrive and succeed within healthy communities.
- <https://www.fcf.ohio.gov/MSY-TA-Funding-Requests>
- **AA Peer-to-Peer FCFC Training - Wednesday, August 11, 2021 from 9:30 a.m. to 10:30 a.m.**

Contacts for MCOs and Waiver

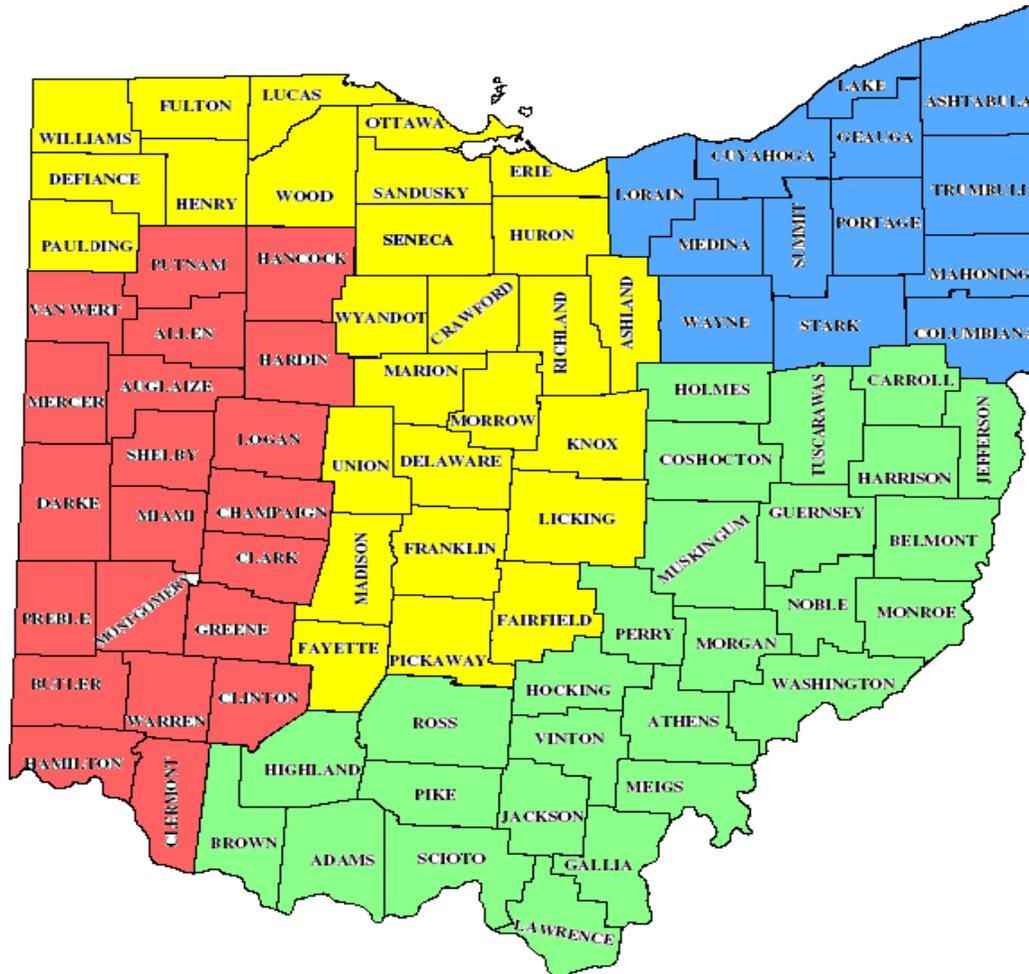
Waiver Administration

ODM is responsible for the administration of the Home Care waiver and contracts with two statewide Case Management Agencies (CMAs) for assessment and case management services.



Both operate regionally and work with individuals at the local level to ensure access to services.

Waiver Case Management Agencies - Regions



Cincinnati
CareSource (855)717-5676
CareStar (800) 616-3718

Columbus
CareSource (844) 832-0159
CareStar (800) 616-3718

Cleveland
CareSource (877) 209-3154
Carestar (800) 616-3718

Marietta
CareSource (855) 288-0003
CareStar (800) 616-3718

How to Contact the Managed Care Organizations

- Each plan has a website and customer service number
(see information below) – current as of June 2021

<p>Aetna Better Health of Ohio (MyCare Only)</p> <p>1-855-364-0974 https://www.aetnabetterhealth.com/ohio/</p>	<p>Buckeye Health Plan</p> <p>1-866-246-4358 https://www.buckeyehealthplan.com/</p>	<p>CareSource</p> <p>1-800-488-0134 https://www.caresource.com/</p>
<p>Molina Healthcare of Ohio</p> <p>1-800-642-4168 https://www.molinahealthcare.com/en-US/Pages/home.aspx</p>	<p>Paramount Advantage (Managed Care Only)</p> <p>419-887-2525 http://www.paramountadvantage.org/</p>	<p>UnitedHealthcare Community Plan of Ohio</p> <p>1-844-445-7230 https://www.uhccommunityplan.com/</p>

Questions or Comments?

Additional Medicaid specific policy and services comments
or concerns can be sent to

CiCTATeam@medicaid.ohio.gov

Any questions about Medicaid in SACWIS and OFC specific
policy

JFS_Medicaid_TA@jfs.ohio.gov

Thanks!



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Wrap Up

Next Session:

Date: 7/20/21

Session Title: AA Peer-to-Peer OACB of DD Training Event

Time: 10:00 am – 11:00 am

Contact Information:

Title IV-E Policy Developers:

Lisa Howard

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Rhonda.annamunthodo@jfs.ohio.gov